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32nd Annual Conference Highlights: Six Sessions Available on the Web



Don't Miss the
Photo Insert
with This Issue!

Hundreds of participants gave the 32nd Annual Conference very high marks as an opportunity to network with professionals from campuses coast to coast, learn from the experience of others, and get away from their own campus for a few days. If you were not among them, you missed a great event in Hollywood, Florida!

You can still benefit from the educational opportunity by watching the video or viewing the slide presentations from seven sessions:

- *Revisiting the Revolution*, Larry Irving, Irving Information Group
- *Legislative/Regulatory Update from Washington*, Jeff Linder; Wiley Rein & Fielding
- *Successfully Deploying VoIP*, Al Losada, Florida Intl. Univ.
- *What New Technologies Do Students Want?* Richard Holeyton, Stanford; Tim Ward, Northwestern; Matt Arthur, Washington Univ. St. Louis
- *Wireless Implementation at NC State*, Troy Hobler, NCSU
- *Making Hard Choices Regarding VoIP*, Walt Magnussen, Texas A & M
- *Copyright & Privacy Issues*, Garret Sern, EDUCAUSE

In other conference events, Linda Bogden Stubbs of SUNY Upstate Medical University was recognized as the Bill D. Morris Award winner for 2003, and George Washington University won the prestigious Institutional Excellence Award. Northwestern University received an honorable mention. Read the fall and winter issues of the *ACUTA Journal* for more on these award winners.

Attached to this issue is the traditional photo insert from the conference. If you were there, you'll be reminded of our beautiful beach-front hotel, some informative educational sessions, and some time spent relaxing with friends old and new. If you weren't there, perhaps these photos will encourage you to join us at our next event, the fall seminars in sunny San Diego!

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ACUTA Members' Needs and Preferences



Jeri Semer, CAE
ACUTA Executive Director

From ACUTA Headquarters

Periodically ACUTA conducts a comprehensive survey of our institutional members to determine your needs and preferences for services from the association. The most recent member needs assessment was completed in July 2003, and I would like to share the results with you.

This is one of the most important means we have to gather your input and develop programs and services to meet your ever-changing needs. In fact, there were many similarities to the results the last time this survey was last conducted in 2001, but there have also been some significant changes. Here are the highlights:

Membership Needs

- The largest number of respondents indicated that the primary reason their institution is a member of ACUTA is for networking with other communications technology professionals.
- The leading reasons that are "very important" for continuing membership in ACUTA are (in order) networking, access to timely updates on regulatory changes, because ACUTA provides information not obtainable elsewhere, access to the latest technical information, access to instant information from the resource library or listserve, and to have a voice in influencing regulations.
- The membership benefits considered "very valuable" to a majority of respondents are information and updates on legislation and regulations, the ACUTA listserv, networking with peers (nationally and in state and region), and the opportunity to monitor policies and practices of other institutions.
- The ACUTA online tools and resources that are "very useful" to the largest number include U.S. regulatory issues, the listserv, ACUTA conference and seminars schedules/information, and the resource library.

Education and Training

ACUTA members' jobs are evolving, and this is reflected in the topics you would like us to cover in our educational programming in the next two years. The topics which a majority of respondents and their staffs would like ACUTA to offer during the next two years are (in order of preference): IP telephony/Voice over IP, higher education trends (demographics, expectations), E-911, wireless/PCS telephony, disaster preparedness/business continuity, revenue generation opportunities, state and federal legislative and regulatory issues, impact of convergence on organizational structure, video over IP/desktop video/streaming video, and wireless data/wireless LANs.

Publications

We were pleased to learn that two-thirds to three-fourths of you are regular readers of the *ACUTA Journal*, the *eNews*, and the *Legislative/Regulatory Update*. In fact, more than 97% of respondents reported that you find the information in the *ACUTA Journal* very or somewhat interesting. More than 92% have the same opinion of the *Legislative/Regulatory Update*. This response validates the direction that we have taken with these publications, focusing on practical information, technology trends, management issues, and campus case studies.

Value of ACUTA Membership

More than one-half of the respondents (51.5%) believe ACUTA has a role in advancing their careers. Nearly all of these respondents (99.2%) are satisfied with ACUTA's role in this area.

A majority of respondents (55.4%) indicated that their senior administration views the telecommunications/IT infrastructure and related services as "strategic assets." Most others (36.7%) replied that senior administration views the infrastructure and related services as "necessary but not strategic assets."

continued on page 3

Members' Needs...

continued from page 2

Most respondents (65.7%) describe ACUTA's membership dues and fees as "about right." Most others (30.9%) feel that they are "a bargain."

Comparison with 2001

What were some of the similarities and differences in our institutional members' needs and preferences since the 2001 survey?

The top two reasons for continuing membership were the same as last time: networking with other professionals and access to timely updates on regulatory changes. However, when ranking the value of membership benefits, the ACUTA telecom listserv jumped from #4 up to #2, just behind legislative/regulatory information. The telecom listserv also took a major leap of more than 11% to become the second most valuable online tool, second only to legislative/regulatory information. "Networking with peers nationally" also increased from fourth place to #3 this year, and networking with peers in your state and region dropped to fourth place.

In 2003, IP telephony/VoIP was named as the most desired educational topic, while in 2001 it wasn't even on the list of options. Other topics that took a significant jump in importance this year compared with 2001 were disaster preparation and business continuity, E911, and revenue generation opportunities (not on the list in 2001). Topics that dropped slightly in interest included telemanagement, wireless data/wireless LANs, and state and federal legislative and regulatory issues. However, all of these topics continue to be of interest to at least 50% of our members.

Summary

The 2003 member needs assessment clearly shows that ACUTA members continue to believe that ACUTA membership provides excellent value to them individually and to their organizations. I'd like to thank all of the members who took time from your busy schedules to complete this survey. If you have questions about the details of this survey or the results, please feel free to contact me at jsemer@acuta.org, or call me at (859) 278-3338.

Board Report August

The ACUTA Board of Directors met at the conclusion of the Annual Conference in Hollywood, Florida, on Thursday, July 31.

New members approved for the Publications Committee included Janis Downey (Mitel), Maurice Ficklin (University of Arkansas, Pine Bluff), and Cindy Shortt (Univ. of Texas Health Science Center). Jim Pampinella (Syracuse Univ.) and Pat Todus (Northwestern Univ.) were approved for the Program Committee.

Board Liaisons and ad hoc committees were approved.

President Wally Czerniak stressed the need for consistent review with an eye toward change. Two areas of importance will be financial reserves and member expansion.

The September Board meeting in Lexington, Kentucky, will focus on membership strategies and dues structure.

Respectfully submitted,

Carmine Piscopo
Providence College
ACUTA Secretary/Treasurer



by Kevin Tanzillo
Dux Public Relations

Provisioning: It Really Has Nothing To Do With Vittles

It's funny how some words in our language end up taking on such vastly different meanings over time. For instance, someone suggested we talk in this column about "provisioning," and we got to thinking. Does anyone still use the term "provisions" when they're talking about food?

At one time, provisioning might have been used to describe what you would do when you socked away food for the winter or for a long journey. And do you ever hear (outside of Beverly Hillbillies reruns) the word "vittles" or even its more proper form, "victuals," anymore?

Yes, words are fascinating, but that's not why we're here today. We are going to talk about provisioning, which as most all of you know is the setting up of telecom services for individual or multiple customers. At its physical level, it includes all the necessary transmission equipment and wiring, and at its management level, it involves the efficient handling of all the user's relevant data.

How to make that management process more efficient is always a challenge, so that all directories, equipment inventories, cable records, billing information, and other data are always current.

What looks to be the next rung up on the efficiency ladder is to automate this whole management process as much as possible. In the typical model, a telecom staff gets a work order to implement a change, such as adding half a dozen more stations in the expanding College of Fine Arts. Then, once that work is completed, copies of the work order are distributed to the necessary parties so that the PBX is properly provisioned, voice mail is implemented, the locations of the new equipment are added to the emergency 911 directory, etc.

The automated model seeks to reduce or eliminate the passing of paper and take care of all those management changes with a few keystrokes, from a single point of entry.

Advanced telecom management systems that are designed for this purpose work like this: Once put in place, they are synchronized with the PBX, absorbing all the equipment data, and then are compared to the call accounting and asset management databases to assure accuracy and consistency.

Once synchronized, the management system can be used to update voice mail, emergency 911, and other peripheral systems. Any and all moves, adds, and changes can subsequently update the PBX, all files, and peripherals right from the work order. Periodically, the manager will want to re-synchronize to be sure no one bypassed the work order, but otherwise, up-to-the-minute accuracy is maintained.

If you are shopping around for this type of system, one thing to consider is the vendor's ability and willingness to maintain currency with the interfaces of all the peripheral equipment. For instance, if you have an Acme (the brand preferred by Wile E. Coyote) voice mail system and Acme comes out with a major upgrade, your management system had better be able to handle any interface changes, or you'll have about as much success at management as Wile E. did at catching the Road Runner.

As one of the manufacturers of this type of system says, "The nice thing about an advanced telemanagement system is that it will never become outdated. As you add voice over IP or track assets on the network, your system will be there to collect the data and to provision those elements as they occur. You may have to upgrade the hardware and software to the latest revision, but the system and its database never become obsolete."

Eighteen companies in the ACUTA products and services database are listed as offering telemanagement systems. Check them out at www.acuta.org, member services, member search, corporate products and services.

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.

New Additions to Telecom- munications Relay Services

by Dave Ostrom
Washington State University

Part two of a two-part article.
Part one appeared in the August
ACUTA eNews.

Last month, we provided details regarding the FCC's Notice of Proposed Rulemaking regarding Telecommunications Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities. What follows in this issue is the remainder of the additions on which the FCC sought comments:

- **Non-Shared Language Translation**

Non-shared language translation provided through TRS would require that a CA translate non-English languages that are common to a particular area such as Spanish to English or American Sign Language (ASL) to Spanish. The Texas Public Utilities Commission made a request that the FCC reimburse the TRS provider for these services. They pointed out that many deaf children from Spanish-speaking homes learn ASL as their first language and may later learn English but do not speak Spanish. Non-shared language translation provided by TRS for these children is the only means of communication with relatives, however it is not recognized and therefore not reimbursable from the Interstate TRS fund. The commission is also seeking comment on whether such services should be required on an interstate and/or intrastate basis, the time line for adopting such a requirement, and whether the services would be implemented with VRS, STS, and other forms of TRS.

- **Call-Setup Time**

The FCC has recognized that there may be ways to reduce call-setup time from non-traditional TRS calls such as STS, VRS, HCO, etc. They are seeking comment as to how call-setup times may be reduced for such calls.

- **Communications Access Real-time Translation**

Communications Access Real-time Translation (CART) is an instant translation of the spoken word into English using a stenotype machine, notebook computer, and real-time software. A stenographer using CART can type speech verbatim at much higher rates allowing a conversation pace of 150 to 200 words per minute during a call. The FCC is seeking comment as to whether TRS providers should offer CART or CART-type services to improve the speed of TRS.

- **Interrupt Functionality**

Interrupt functionality would allow "a TTY user to interrupt incoming text messages in order to convey a message back to the CA, so that the TRS conversation is more like a conventional telephone conversation in which each party can begin speaking before the other party has finished speaking." Some TRS providers offer some kind of interrupt functionality and the FCC is seeking information about how this is accomplished, whether any nonproprietary TTY protocols are able to support the functionality, and consumer use of the functionality.

- **Anonymous Call Rejection, Call Screening, Preferred Call Forwarding**

Anonymous call rejection, call screening, and preferred-call forwarding are LEC features that are offered to voice users. The FCC is seeking comment on their possible application in TRS and how they might be implemented. They have reached the tentative conclusion that if the LEC currently offers them to other customers and the TRS provider can transmit caller ID to the local provider, then the services should be made available to the TRS user.

- **Talking Return Call/Automatic Call-back**

Noting that it is possible for the TRS facility to provide the identification of the last party who called the TRS consumer through the TRS facility, unless the calling party blocked that information, the FCC is asking if it is feasible for TRS providers to offer Talking Call Return functionality and if it should be required as a mandatory minimum standard.

- **Speech Recognition Technology**

The FCC has received comments that speech recognition technology has the possibility of significantly reducing the time it takes to translate a message into text. They are seeking comments on the current status of the development of speech recognition technology, whether any TRS providers have begun using speech recognition technologies, and what special CA training might be required.

Additions to TRS...

continued from page 5

- **Transmission Speeds**

The commission has recognized that there are faster protocols available than the current 45.45 bps Baudot protocol that is accepted as the standard protocol for TTY devices. They are seeking comment on whether legacy TTY's are preventing TRS users from benefiting from newer technologies and how improved transmission speeds could be compatible with legacy TTY's.

- **Public Access to Information and Outreach**

The current TRS minimum standards require that carriers take certain steps to ensure that the public has access to information concerning TRS. They have expressed a concern that the rule may not be effective in ensuring that the public is aware of TRS and are seeking comments on the kinds of additional outreach requirements that should be required of TRS providers.

In conclusion we can see that a lot is happening with TRS and that the service is changing and will continue to evolve. The above material was taken from an FCC document that covered 88 pages and is a good reference on TRS provided that one has the patience to read through a format where some pages contain more footnotes than normal content.

Winners, Winners, Winners!

The Annual Conference can be a profitable experience, not just in terms of education and professional networking. All through the week, attendees have opportunities to win fantastic prizes. At the final presentation, everyone deposits a business card as they enter, and a virtual treasure chest of prizes is dispersed at the close of the session.

This year, the following people took home these great prizes which were donated by our corporate friends as indicated.

Jean Savage, Univ. of Western Ontario

- Spiral Tower Radio (MCI)
- Cordless Telephone (Cortelco)
- Two \$25 Gift Certificates to Darden Restaurants (Matsch Systems)
- Wireless Access Point (Cisco Systems)

Dennis Bromery, Univ. of Mass., Amherst

- Digital Camera (Qwest)
- MAX 8 DBS (ITW Linx)
- 2 SP400 Speakerphones (TeleMatrix)
- Wireless Networks Interface Card (Cisco Systems)

Ken Leverington, Univ. of Arkansas

- DESI Software and Labels (DESI Telephone Labels)
- \$50 Amazon.com Gift Certificate (Info Group)
- 2 SP400 Speakerphones (TeleMatrix)
- Wireless Networks Interface Card (Cisco Systems)

Pat Nelson, Cornell University

- Image View - Bushnell Binocular with Digital Camera (Interactive Intelligence)
- RacMAX Light (ITW Linx)
- 2 SP400 Speakerphones (TeleMatrix)
- Wireless Networks Interface Card (Cisco Systems)

Pam Rogers, Mississippi State University

- \$150 Legal Seafood Gift Certificate (System Development Co. of NH)
- 2 SP400 Speakerphones (TeleMatrix)
- Wireless Networks Interface Card (Cisco Systems)

Ileana Figueredo, Miami-Dade College

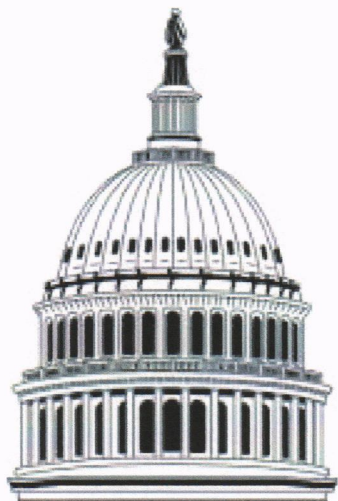
- HP Digital Camera (Startel)
- Jabra Cellular Headset (Sencommunications)
- Colleague 2210 Telephone (Cortelco)
- Wireless Networks Interface Card (Cisco Systems)

Anthony Flood, Univ. of Illinois, Chicago

- 15-inch LCD Monitor (Professional Computing Resources)
- Wireless Access Point (Cisco Systems)
- Piggy Bank with \$50 Cash (Vibes Technologies)
- Speakerphone (Mitel Networks)

Cindy Shortt, The University of Texas Health Science Center

- One (1) Complimentary Registration, 2004 ACUTA Annual Conference (ACUTA)
- 2 SP400 Speakerphones (TeleMatrix)
- Wireless Networks Interface Card (Cisco Systems)



D C Update

Whitney Johnson
Northern Michigan University
(Retired)

● For More In-Depth ● Coverage of Legislative ● & Regulatory Issues:

- ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent **Legislative and Regulatory Update**, an electronic newsletter prepared monthly by Wiley, Rein & Fielding. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>

Get Educated

An article in the *Telecom Manager's Voice Report* (VR 7/14/03) reminds those of us who work in and manage telecom services of the importance of continuing education. In the IT arena, the data side often gets more support from upper management. For tomorrow's campus, telecom leaders on the campus must learn how to build—and cross—bridges to data services, and how to support their needs.

Training and/or certification is available through a number of sources. ACUTA offers seminars and Web/audio seminars which will give you good information and exposure to new fields. Many companies, such as Nortel and Avaya, offer certification programs and other training opportunities including online and virtual experiences. Or maybe it's time to consider getting an advanced degree at your local university. Whatever course you choose, it is important to continue your education if you want to be valued and respected by those to whom you report.

Bundling DBS Service

SBC and Qwest have made arrangements to add direct broadcast satellite (DBS) video components to their product lineups, making good on previously stated intentions and further raising the bar for competitors seeking advantage in the telecom sector's accelerating trend toward service bundling.

SBC has set up a new division with the name SBC Dish Network to market EchoStar Communications's DBS service. They plan to service residential customers in the 13-state area covered by SBC beginning early next year.

Qwest is also working with EchoStar on a similar program with the "service available to Qwest customers in Colorado and Nebraska." Qwest plans to start the new video service later this year and expand to other states early next year. Qwest has also announced an agreement with Hughes Electronics' DirecTV DBS to provide service for residential customers in Phoenix, Tucson, and Seattle.

According to *Telecommunications Reports*, "Officials at both Bell companies hailed the agreements as critical breakthroughs in the race to offer 'one-stop shopping' for customers seeking local and long-distance voice service, wireless, video, and high-speed Internet offerings from a single provider on a single bill." (TR 8/1/03)

Adelstein's FCC Term

Jonathan S. Adelstein began serving as an FCC Commissioner in November 2002 after a four-month delay while his name was in the nomination process. His term ended June 30, 2003, and he has to be renominated to continue the regular five-year term. His name has not been put back into the process, but he continues in the FCC without renomination until the end of the next session of Congress in late 2004.

One source of information about the renomination who is a friend of Adelstein's said, "It will happen, but it will be just like last year—it will be a political football for awhile. There are very few Democratic seats and the Republicans will hold those hostage as long as they can. The whole nomination/confirmation process is getting worse because of the [fights over] judges. On top of that, you've got a potential Supreme Court nomination occurring this summer. These are all things that will play a role." (TR 7/15/03)

Access to VoIP Calls

The FBI and the Department of Justice are urging the FCC to ensure that law enforcement officials are able to intercept VoIP calls, even if broadband services are classified as information services. Acknowledging that VoIP providers might have technical limits preventing them from offering full call-identifying information, they requested that the FCC require service providers to offer other information that could be used to identify the caller or to offer access to the "full-pipe."

FBI and DoJ officials have recommended that the FCC find that wireline and cable-modem Internet-access providers are telecommunications carriers subject to the Communications Assistance for Law Enforcement Act (CALEA).



The Website Recognition Task Force congratulates the two schools selected for the third quarter of 2003 for having outstanding sites. The topic for this quarter was Training.

Virginia Tech: <http://etd.vt.edu>

University of New Hampshire: <http://www.outlook.unh.edu>

These two sites will be featured on the ACUTA website beginning September 1. The topic for the 4th quarter of 2003 will be Online Documentation.

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Welcome New Members

Institutional Members

Broome Community College, Binghamton, NY. T2

www.sunybroome.edu

John Petkash, Director, Computing Resources, 607/778-5011

Morehouse School of Medicine, Atlanta, GA. T1

www.msm.edu

Eric Jackson, C.I.O., 404/752-1786

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Roaring Penguin Software, Inc., are the e-mail filtering specialists. Our products include CanIt, a simple, highly usable enterprise anti-spam solution that correctly identifies 98% of spam with unmatched flexibility—ideal for enterprises, campuses, and ISPs.

COPPER MEMBER

College Cellular, Doylestown, PA

Peter Dunn, President, 617/501-8944 www.wirelessdorm.com

College Cellular provides low cost, quality wireless communications to faculty, staff, and students. College Cellular's revenue-sharing program generates significant income to participating schools while providing a valuable student service.

ACUTA Events Calendar

Fall Seminars

Oct. 19-22, 2003

San Diego, CA

Hilton San Diego Resort

Spring Seminars

April 18-21, 2004

Miami Beach, FL

Wyndham Miami Beach Resort

Winter Seminars

January 11-14, 2004

New Orleans, LA

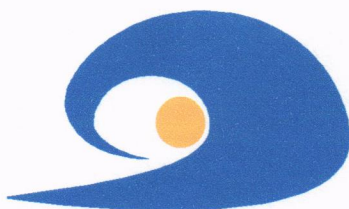
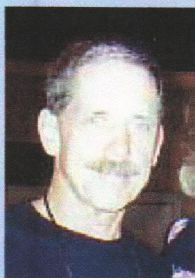
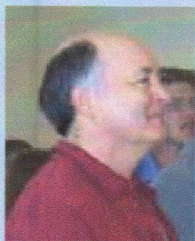
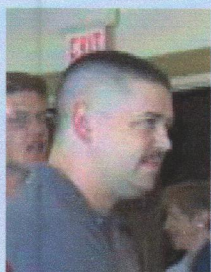
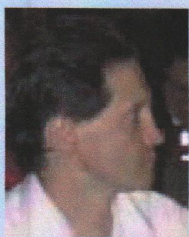
Sheraton New Orleans

33rd Annual Conference & Exhibition

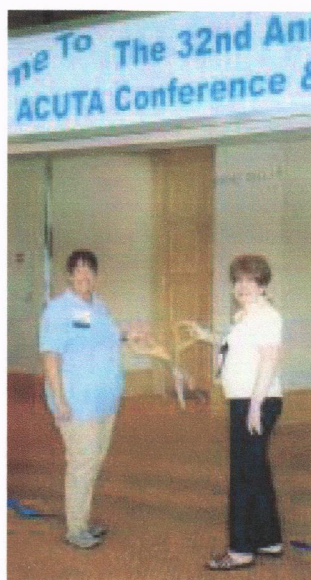
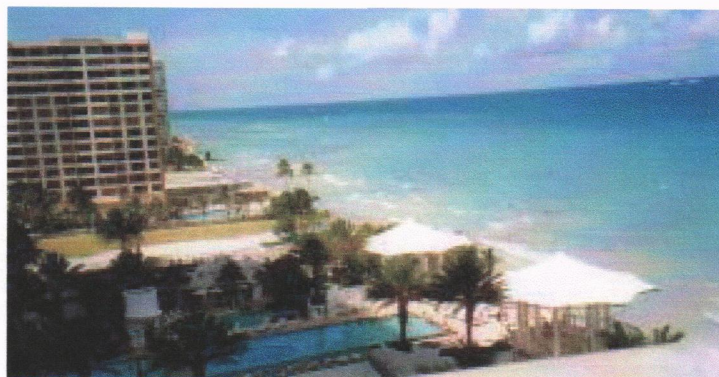
August 1-5, 2004

Chicago, IL

Sheraton Chicago Hotel & Towers

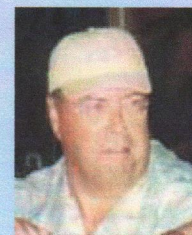
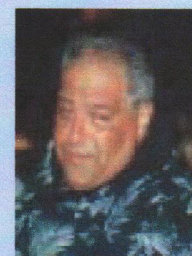
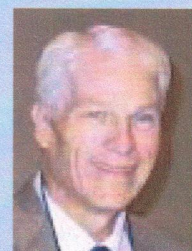
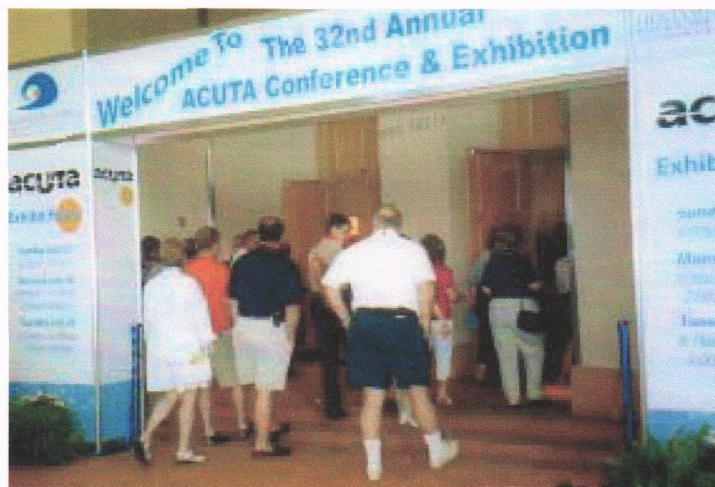


HOLLYWOOD FLORIDA RIDING THE WAVE OF CHANGE 32ND ANNUAL ACUTA CONFERENCE JULY 27-31 2003



For our 32nd Annual Conference and Exhibition, we stayed at the beautiful Westin Diplomat Resort in Hollywood, Florida. The ocean was at our doorstep, the program was compelling and informative, the company was grand.

Jeri and Jeanne cut the ribbon to officially open the exhibit hall on Sunday night, and we all streamed in for top quality networking, a glimpse at products and services that are available to us now or will be soon, and a chance to win prizes, prizes, prizes!



Education... Interaction... Communication...

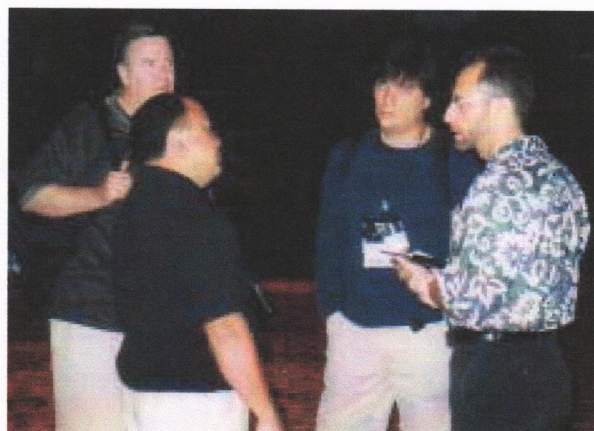


From a choice of 58 sessions, we learned from a variety of experts—including our peers.

Bruce Jenner gave us four keys to success:
Lie...in the arms of those you love,
cheat...those who would deny you success, **gamble**...by taking some risks...
and **steal**...every moment of happiness life has to offer.



How did we manage before the Internet?



Attorney and perennial favorite Jeff Linder (on the right) spoke with members after his presentation on legislative and regulatory issues.



Meeting new people and discussing common problems is an important part of the conference experience.

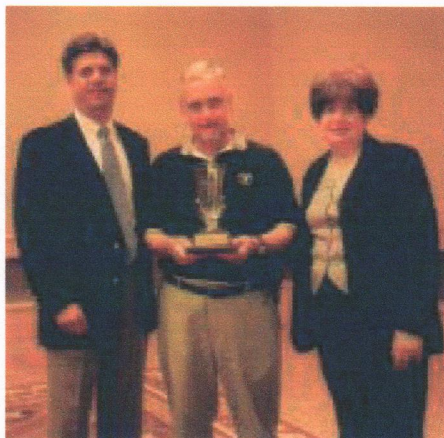


Old friends, new friends, everyone's a friend in ACUTA!

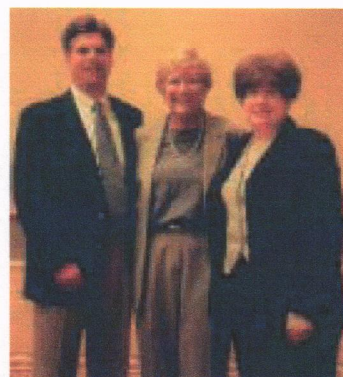
Recognition...



Linda Bogden Stubbs accepted the Bill D. Morris Award from President Jeanne Jansenius at the banquet.

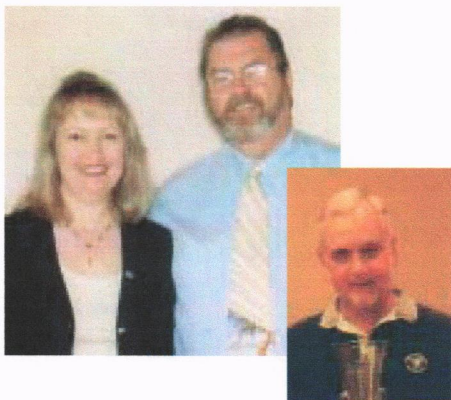


The Institutional Excellence Award in the large-school category went to the George Washington University. Ken Soper (center) accepted the trophy from sponsor PaeTec, represented by Rick Cunningham, and ACUTA President Jeanne Jansenius.



Northwestern University, represented by Pat Todus (center), received an honorable mention in the competition for the Institutional Excellence Award.

20-Year Members: Pat Nelson, Joe Brown, and Ken Soper



5-Year Members: Janet Stokes, Mark Faulkner, Glenda Norton, Benny Kurashima, Barb Patrick, Ellen Sue Cameron, and Mary Lou Emmons



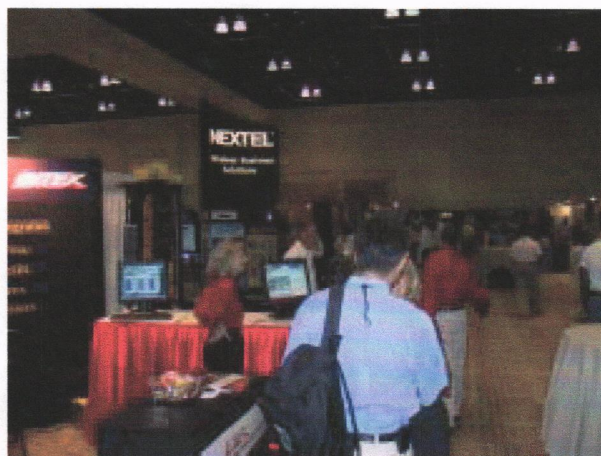
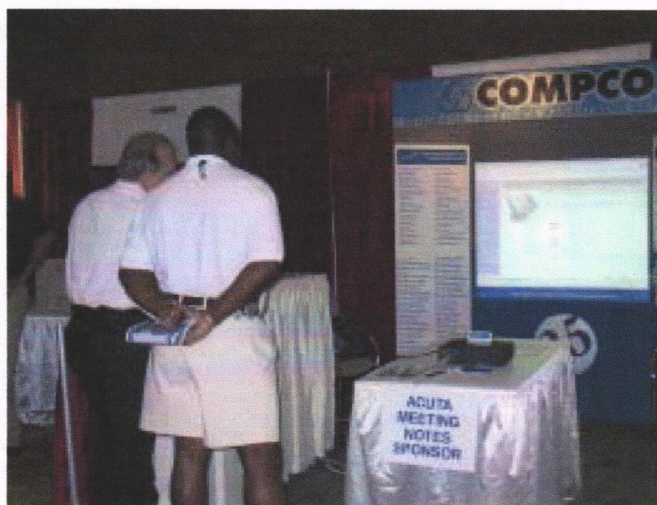
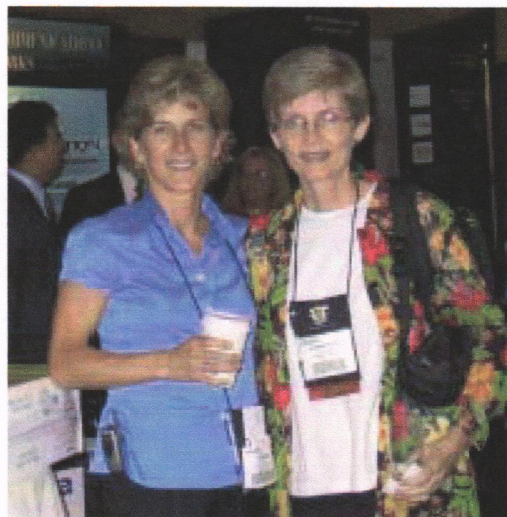
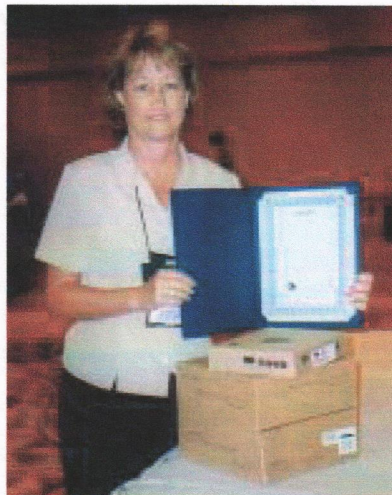
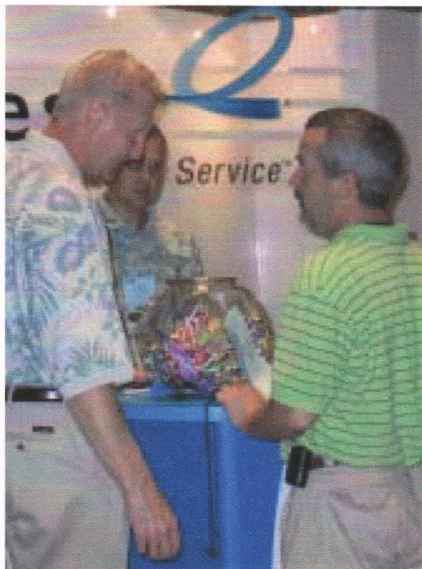
15-Year Members: Jim Cross, Vicky Doerr, Bill Brichta, Riny Ledgerwood, Tim Casey, Tom Heacock, and Randy Burns

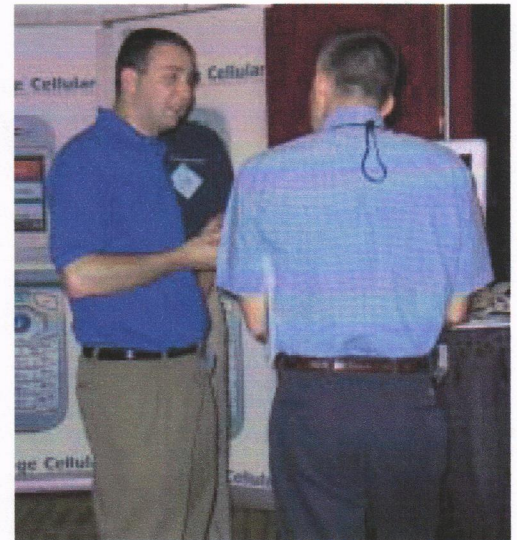
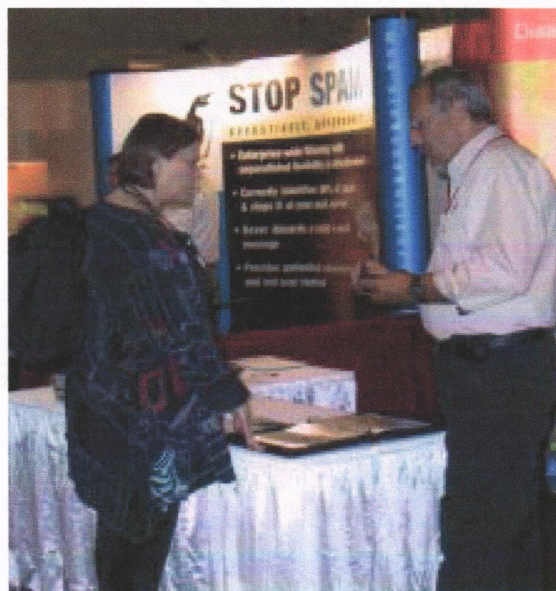
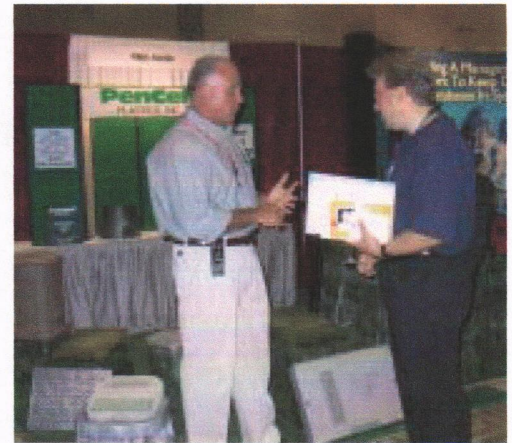
Apologies to our 10-year members who were there: Joan Chapek, Gary Luft, Walt Magnussen, Lisa Notarianni, Jim Pampinella. This photo is not available.

Exhibition...

The exhibit hall is a win-win for everyone. Members can talk to close to 100 vendors about products and services that may solve problems on their campuses. Exhibitors meet hundreds of potential clients. Vendors learn more about what is important to college and university communications technology professionals, and members get to share information about what's working, what isn't, and where the gaps are.

We socialize, fraternize, and often win-a-prize. Thanks to our exhibitors and sponsors for adding to the conference experience.

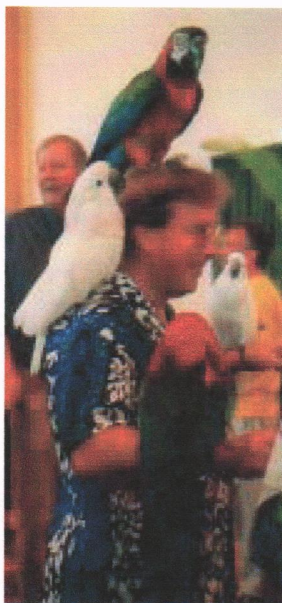




32nd Annual Conference Exhibitors and Sponsors: 1 Nation Technology * 3Com Corp. * A1 Teletronics * Allot Communications * Amcom Software * AMTELCO/1Call * Ascendent Telecom * AT&T * Avotus Corp. * BellSouth Business Systems * Bitek * Bluesocket * BroadSoft * Call-Fusion * Campus TeleVideo * CampusCell * CCG Consulting * CEECO * Cisco Systems * Code Blue * College Cellular * Compass Consulting * Compco * Conveyant Systems * Cortelco * Coyote Point Systems * DESI Telephone Labels * Draka Comteq USA * Educational Direct * EPOS Corp. * FASTNET * GAI-Tronics * Gilford * GTS * HellermannTyton * Info Group * Inner Wireless * Interactive Intelligence * ITW Linx * Leviton Voice & Data * Lightspeed Systems * LocusDialog * Matsch Systems * MCI * MicroWarehouse Gov/Ed. * MiCTA * Mitel Networks * MobileAccess Networks * Mohawk/CDT * Motorola * MTS IntegraTRAK * Multilink Broadband * Nextel Communications * OPTUS Telequip * Packeteer, Inc. * PaeTec Communications * Panduit Corporation * Parlane * PenCell Plastics * Phonetic Systems * Pingtel * PowerDsine * Precision Communication Services * Professional Computing Resources * Qwest Communications * RCC Consultants * Ring Communications * Roaring Penguin Software * ScanSoft * Scitec * SDC of NH * Sencommunications * Signamax Connectivity Systems * South Supply * SpectraCorp * Spectrum Industries * Sprint * Startel Corporation * SUPERIOR ESSEX * Supply Technology * Syracuse Univ., School of Information Studies * Talk-A-Phone * TeleMatrix * Telispire PCS * Teltronics * The Siemon Company * TippingPoint Technologies * T-Metrics * Touchpaper * TVC Communications * Unimax Systems * Unique Communications * VarTec Telecom/eMeritus Communications * Vernier Networks * Vibes Technologies * WiFi-USA * WTC * XTEND Communications *

Relaxation!

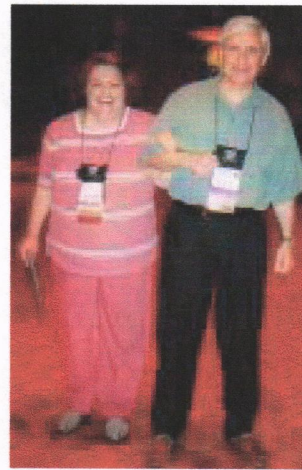
Annual Banquet: Welcome to Margaritaville



Birds, birds, birds—maybe they flocked to Chris Freitag's bright shirt!



The official passing of the gavel as incoming President Wally Czerniak presented outgoing President Jeanne Jansenius with a gift—a new phone!



Carmine Piscopo escorted good friend Linda Bogden Stubbs to the podium to accept the Bill D. Morris Award.



Good food, good friends, and lots of fun: That's what we expect (and we're never disappointed!) at the annual banquet on Wednesday night.



The ACUTA staff isn't afraid to handle any problem that comes our way!